

# Information Technology Department Customer Services Division

**Password:**

customer-centric

....Hear what ITD Customers have to say...

"...Great customer service, quick and responsive."

...Lake Region Human Service Center,  
Devils Lake

"....The person who helped me was very friendly, and I didn't feel like I was bothering them at all. Made me feel better ...."

....ITD, Bismarck

"...Thanks for helping out. Really do appreciate the fast, and quality assistance."

...State Auditor, Bismarck

"...Very satisfied, I was hooked up immediately, thank you!"

....Ward County Auditor, Minot

"....Excellent service and had us back up and running in a very short time. Very courteous and easy to talk to and couldn't be happier with the service provided. Excellent work!"

....James River Correctional Center,  
Jamestown

"...As has been the case in any of my previous dealings with ITD my problem was handled with speed and efficiency! Thanks!"

...West Central Human Service  
Center, Bismarck

"....I am sure you get hundreds of calls for this matter and yet I felt like I was the first caller to experience this problem. Says a lot about customer Service. Thank you!"

....Office of Management & Budget,  
Bismarck

"...not only handled my problem quickly and efficiently, but taught me how to keep my computer from clogging up with excess internet files. A very nice job, thanks very much!"

....Dept. Of Corrections &  
Rehabilitation, Bismarck

"...Every phone conversation should be like that. Thanks!"

....Tax Department, Bismarck

"....was very satisfied with the customer service I received from ITD. ...was prompt, courteous and did a great job to get the problem resolved."

....Oilseed Council, Bismarck

"....an excellent job in getting back to us, fixing the problem and letting us know what happened. Thanks!"

...Department of Human Services, Bis

"...Quick response and good follow-up. Appreciate the attention you gave to the problem."

...Waste Management, Bismarck

"...Very Helpful and very timely."

...Grand Forks County – City/County  
Public Health



*Incident Management Customer Survey Comments (August, 2006)*